

A Guide to Creating a Behavioral Resume



FAQ's About Your Resume

What is a resume?

- A resume is a document that summarizes your relevant job experience, education, and skills for the purpose of obtaining an interview when seeking employment.

Why should I write a resume?

- Contrary to popular belief, your resume DOES NOT get you the job. Your resume is the key tool to use in order to get you the interview. Keep in mind that this is your first chance to make a good impression- a strong resume takes you to the next step, so make sure it's the best it can be.

When will I need my resume?

- Whether you're applying for an internship, signing up for a networking event, looking for your first full-time position, or sending in an application to study abroad- chances are you are going to need a resume. As time consuming as it may be to put together your first resume, it's worth it! Once you get everything down on paper, updating is easy.

How do I list my official school name on my resume?

- University of Pittsburgh, College of Business Administration
- If a transfer student, list previous college under University of Pittsburgh with dates attended, course of study, and number of credits transferred.

How do I list my degrees on my resume?

- Regardless of major within the Business School, your degree is a Bachelor of Science of Business Administration.
- If you have more than one major within the business school, you may denote this by listing each major.

University of Pittsburgh, College of Business Administration

Bachelor of Science in Business Administration

Double Majors: Finance and Marketing

Pittsburgh, PA

May 2012

GPA 3.4

- If you have a major outside of the business school, include a separate section under Education for your other college, for example, University of Pittsburgh, College of Arts and Sciences. You may note your second major under this college.

University of Pittsburgh, College of Arts and Sciences

Bachelor of Arts

Major: Communications

GPA 3.2

Pittsburgh, PA

May 2012

University of Pittsburgh, College of Business Administration

Bachelor of Science in Business Administration

Major: Accounting

GPA 3.2

Pittsburgh, PA

May 2012

What if I have a minor? Concentration? Certificate?

- Although CBA does not offer any minors, you may list any minors pursued from the College of Arts and Sciences under your major. You may do the same with any concentrations or certificates.

Should I include references on my resume?

- Employers assume that if they ask for references, the applicant will provide them.
- Do not include the phrase “References available upon request” or the actual references in your resume, but do have a separate sheet of paper available that lists any references you are willing to offer.

What if my GPA is below a 3.0?

- Do not list it! While some employers may not ask you about the absence of a GPA on your resume, most will- so be prepared with an explanation of why you omitted it.

How should I list my experiences on my resume?

- All experience should be listed in reverse chronological order, meaning that your most recent experiences should be at the top of each section. Don’t forget to include dates for everything you have accomplished!

Will I need any other items in addition to the resume?

- In many cases, your resume may not be the only document required. You may want to have a cover letter, reference page, or even portfolio ready for an interview situation. Do your research to find out whether or not these other documents are recommended or required.

If I am an accounting major, how should I list the credit hours I will be graduating with on my resume?

- Include this in the education section on the next line after your major and before your GPA as “Graduating with 120/150 credit hours”

If I transferred from another university, how do I include this on my resume?

- All experiences on your resume should be listed in reverse chronological order, therefore list University of Pittsburgh first and your previous school should follow.

University of Pittsburgh, College of Business Administration

Bachelor of Science in Business Administration

Major: Accounting

Graduating with 150 credit hours

Pittsburgh, PA

May 2013

GPA (Leave off of your resume for your first semester)

Pennsylvania State University, Smeal College of Business

Bachelor of Science in Business Administration

Major: Accounting

Transferred 36 credits

Pittsburgh, PA

Fall 2009 - Spring 2012

GPA 3.0

What if I need more help with my resume?

- Should you need more references to help guide you through the resume process, check out the “Resources/Documents” of PittCBAConnect.com **or**
- Visit PittCBAConnect.com to make an appointment with a Professional Development Consultant **or**
- Submit your resume online for Electronic Resume and Cover Letter Review at www.cba.pitt.edu/careers.

Overview of Sections on the Resume

Contact Information

This section of the resume provides those looking at it with your personal contact information. Name, current mailing address, email address, and phone number should be included in this section. Please note that all contact information should be current with respect to the application process (i.e. DO NOT keep your dorm address on your resume while you are applying for jobs in your hometown). By keeping information current, it eliminates confusion on the employer's part.

Education

In the education section, information about your university, specific college within the university, major, GPA, the degree you will receive, and graduation date should be provided. You may list either your overall or major GPA so long as it is above a 3.0. If you have transferred from another academic institution, be sure to include this information in the Education section.

Key Competencies and Skills

The key competencies and skills section of the resume should provide those looking at it with a quick "snapshot" of your experiences. The skills section shows employers what you bring to the table, what you have learned, and how you can use your experience to enhance their company. The skills section should reflect all of the other experiences you have described on your resume. The location of the skills section will vary depending on your desire to highlight your skills over work experience or vice versa.

Relevant Coursework

The Relevant Coursework section of the resume provides anyone looking at it the opportunity to see how you have developed your skills in an academic setting. These listed courses should support the position you are applying for (i.e. Advertising & Sales Promotion should be listed if you were applying for a position with an advertising firm). Approach this section with caution- you do not need to list every class you have ever taken!

Work Experience

Your Work Experience section should include information on each organization you've worked for, the specific tasks you were responsible for, as well as the value you added to the company. When possible, try to quantify the work you have done. Remember- all descriptions should begin with strong action verbs.

Activities/Community Service/Volunteerism

In addition to academic and work experience, employers are also very interested in how involved you are on campus. This section is your chance to exhibit your well-roundedness. Be sure to include organization descriptions, activities in which you have participated in, and any leadership roles you have taken in these organizations. Note to freshman- you may keep your high school activities on this section but be sure to take them off after your first year. It is important to get involved!

Developing Strong Bullet Points

Use Action Verbs

Any strong bullet point begins with a strong action verb. Additionally, it is important to vary your verbs throughout your resume. If you feel as though you are recycling the same verbs throughout your resume, reference the action verbs list in this packet for other ideas. Try to use a different action verb for every bullet under a given work or extracurricular experience. Finally, choose professional, appropriate verbs that you would use in a conversation.

Quantify

It is crucial that you try to quantify your bullets as best as you can. This allows the recruiters to determine the degree of the work you accomplished. For example, instead of saying “trained new employees on restaurant closeout procedures” try quantifying by saying, “trained 7 new employees on restaurant closeout procedures”. By simply quantifying your bullet points, employers can get a better idea of the impact you had on that organization.

Be Relative

Sometimes it is difficult to determine the degree of your impact when your work and extracurricular experiences are from smaller organizations. For example, say you worked as an intern in a Pittsburgh advertising agency. You may have a bullet point similar to, “Developed a series of 5 advertisements that increased sales for the client by \$5,000 from Quarter 3 to Quarter 4”.

When looking at your resume, a recruiter who works for a large corporation may not see a \$5,000 increase as a great impact. Therefore, it may be more impactful to write, “Developed a series of 5 advertisements that increased sales for the client by 5% from Quarter 3 to Quarter 4”.

Stand Out

Often times, bullet points tend to state the obvious. For example, if someone was a server, he or she may have a bullet point stating, “Served 100 customers per shift”. While it is great to quantify, recruiters know that servers serve customers. Bullets are much more effective when they are focused on any special projects or tasks that truly set the person apart from the other employees.

Did you ever train anyone? Were you recognized for outstanding service? Were you assigned to a special project? Did you assist in increasing sales? For example, something similar to “Promoted to lead trainer after training 6 new servers on the Point of Sale system and company customer service standards” is a more effective bullet than “Served 100 customers per shift”.

Action Verbs

accelerated	edited	performed
accomplished	eliminated	planned
achieved	employed	pinpointed
adapted	established	prepared
administered	estimated	presented
advised	evaluated	preserved
aided	examined	processed
allocated	exhibited	produced
amplified	expanded	programmed
analyzed	expedited	proposed
answered	explored	proved
appointed	extended	provided
approved	fabricated	received
arbitrated	facilitated	recommended
arranged	focused	recorded
assessed	founded	recruited
assisted	generated	rectified
assumed	guided	reduced
augmented	handled	re-established
awarded	headed	referred
began	implemented	regulated
broadened	improved	reinforced
built	incorporated	reorganized
calculated	increased	represented
catalogued	influenced	researched
chaired	initiated	reshaped
compiled	innovated	restituted
completed	installed	restored
computed	instituted	revamped
conceived	instructed	reviewed
condensed	interpreted	revised
conducted	introduced	scheduled
constructed	investigated	selected
consulted	involved	set-up
contracted	launched	simplified
contrived	led	solved
controlled	lectured	specialized
cooperated	listed	streamlined
coordinated	maintained	structured
counseled	managed	substituted
created	mediated	suggested
delegated	modified	supervised
demonstrated	monitored	supported
designed	motivated	systematized
determined	negotiated	taught
developed	observed	trained
devised	operated	tutored
devoted	ordered	unified
diagrammed	organized	used
directed	oriented	utilized
displayed	originated	volunteered
distributed	overhauled	worked
drafted	participated	wrote

Customizing Your Resume

Note: Each resume you send out should be customized to the exact job. Although it is very convenient to make mass copies, to be most effective it should highlight what the employer is looking for. On the following pages you will find a job description and a resume by a junior Accounting student tailored to that job description. Schedule an appointment with one of the Professional Development Consultants to tailor your resume.

Job Description

Undergraduate Part-time Hire, KGSB, Pittsburgh, PA

Job Description: Enter and reconcile accounts payable and receivable using accounting software program (Great Plains). Generate financial reports and work on various projects. Provide administrative and clerical support to International Coordinator & Finance Manager in the EMBA Worldwide office at Alumni Hall in maintaining application files, photocopying, data entry, errands, taking inventory, summarize evaluation forms, mailing packages to our International offices. Provide assistance and support during events. This position will offer 15-20 hours a week for each term and the individual will receive training during the first month. Minimal travel is required.

Majors: Finance & Global Management, Accounting & Global Management, Finance & Marketing, Finance, Accounting & General Management, Accounting & Marketing, Accounting & Finance, Accounting

GPA Requirement: 3.0

Please note: This is the resume of a junior Accounting student.

BARRY McSMITH

1425 Montgomery Avenue Rosemont, PA 19010 (610) 555-3258 Barry.McSmith@gmail.com

Education

University of Pittsburgh, College of Business Administration Pittsburgh, PA
Bachelor of Science in Business Administration April 2011
Major: Accounting Minor: Economics Certificate Program in Leadership and Ethics
Graduating with 120 credit hours
Major GPA: 3.8 Honors: Dean's List and Beta Alpha Psi

Work Experience

University of Pittsburgh, Facilities Management Pittsburgh, PA
Accounts Payable Assistant August 2009-Present

- Analyze, organize, and total the monthly water, heat, gas and sewage bills
- Create spreadsheets which compare monthly estimates to actual amount owed

PNC Financial Services Group Pittsburgh, PA
Accounting Intern May-August 2009

- Reconciled general ledger accounts for ATM, Cash Advance, and Federal Reserve
- Created spreadsheets for mortgage loan contracts
- Responsible for contacting tellers to correct banking problems
- Balanced foreign checks using computer banking programs such as Optima and Best

The American Red Cross, Southwestern Pennsylvania Chapter Pittsburgh, PA
Financial Development Intern January-April 2008

- Researched foundations and presented findings to the Financial Development Department and CEO
- Individually created seven grants; generating a potential of \$46,500 in donated funds
- Created and implemented changes to recruiting, training, and development of intern program

Other Work Experience

Bob Evans Restaurant Washington, PA
Server January 2005 – April 2007

- Received "Employee of the Month" award for exceptional customer service
- Responsible for supervising a team of six other servers during each shift
- Trained four new employees

International Experience

Managing in Complex Environments Plus 3 Program Beijing, China
Team Member May 2008

- Toured several businesses and factories to experience international business processes
- Developed a business-industry analysis with a team comprised of both business and engineering students

Activities and Leadership

University of Pittsburgh Accounting Association August 2008 – Present
Emerging Leaders August – December 2007
Boy Scouts of America, Eagle Scout 2005

Sample Resumes

Note: The following are examples of resumes which have been customized for students based on their major, work experience and field of interest. Schedule an appointment with one of the Professional Development Consultants to customize your resume.

Please note: This is the resume of a freshman Undecided student.

Barry McSmith

3990 5th Avenue, 1518 Tower B
Pittsburgh, PA 15213

Barry.McSmith@gmail.com
(610) 555-3258

Education: **University of Pittsburgh, College of Business Administration** Pittsburgh, PA
Bachelor of Science in Business Administration April 2013
GPA: 3.25

Key Competencies and Skills:	Time Management	Training	Event Planning
	Coordinating	Teamwork	Fundraising
	Microsoft Office	Customer Service	Communication

Coursework: Managing in Complex Environments, Microeconomics, Macroeconomics, Business Calculus, Statistics, Introduction to Psychology

Work Experience: **Sandcastle Water Park** Pittsburgh, PA
Lifeguard Summer 2009

- Responsible for the safety and well-being for up to 1,000 patrons per shift
- Certified in CPR, First-Aid, AED Systems, and life saving skills
- Led a team of 3 lifeguards in converting about 300 patron records from a paper system to an electronic system

Schenley Park Pool Pittsburgh, PA
Life Guard, Shift Supervisor, Swim Lesson Instructor Summer 2008

- Taught swim lessons to approximately 300 children
- Supervised 8 guards per shift

Volunteer Experience: **Relay for Life** April 2010
Team leader

- Organized a group of 12 peers to volunteer for the relay
- Raised \$6,000 to support the American Cancer Society

University of Pittsburgh October 2009 – May 2010
Peer Tutor

- Volunteered to tutor freshman and sophomore students in their mathematics classes two mornings per week

Activities: **Sports Business Association** January 2010 – Present
University of Pittsburgh Club Soccer September 2009 – Present
National Honor Society, Vice President September 2008 – April 2009
Home County Travel Soccer, Captain September 2005-June 2009

Please note: This is the resume of a senior Finance student.

BARRY MCSMITH

BARRY.MCSMITH@GMAIL.COM

1425 MONTGOMERY AVENUE • ROSEMONT, PA 19010 • PHONE: (610) 555-3258

EDUCATION

University of Pittsburgh, College of Business Administration Pittsburgh, PA
Bachelor of Science in Business Administration April 2010
Major: Finance Minor: Economics Honors: Dean's List GPA: 3.65/4.0

WORK EXPERIENCE

PNC Financial Services Group Pittsburgh, PA
Finance Intern Summer 2009

- Tested numerous reports within a new, company-wide financial reporting tool
- Constructed several spreadsheets to validate accuracy of reports within the new system
- Prepared test scripts to be reviewed by external auditors
- Aided managers in proofing 2nd Quarter Earnings Release
- Discovered \$9 million in missing Asset & Liability Management loans

Smith Barney Citigroup Pittsburgh, PA
Financial Consultant Intern Spring 2009

- Assisted several financial consultants in client management and developing investment plans
- Developed research methods and database management for client files using ACT! Client Management Software
- Designed and wrote correspondence to prospective clients
- Coordinated attendance for a financial planning seminar given by a team of financial consultants

INTERNATIONAL EXPERIENCE

Pitt in London London, England
Spring 2008

- Completed coursework in Economics, International Business, and British Culture
- Researched profitability of America businesses in the London economy

MCE International Field Project Augsburg, Germany
May 2007

- Analyzed luxury auto industry, visited major manufacturers, and toured various sites
- Studied the German language, culture, and economy first hand

ACTIVITIES AND LEADERSHIP

Undergraduate Finance Club September 2009-April 2010
President

- Managed executive board and general membership totaling over 100 students
- Created the Finance Mentor Program and the Portfolio Competition using MarketWatch Virtual Stock Exchange
- Founded chapter of the Financial Management Association, a nationally recognized professional organization

Beta Alpha Psi September 2006- April 2010
Selected Member

- Constructed a presentation on Corporate Social Responsibility to be presented at the Annual Meeting
- Complete yearly hour requirements of professional development and community service

KEY COMPETENCIES AND SKILLS

Business/Finance: Investment Analysis, Customer Service, Operations Modeling

Computer: Microsoft Office, Bloomberg, ACT! Client Management

Language: Proficient in German

Please note: This is the resume of a senior Marketing student.

Barry McSmith

1425 Montgomery Avenue • Rosemont, PA 19010 • 610.555.3258 • Barry.McSmith@gmail.com

- Education:** **University of Pittsburgh, College of Business Administration** Pittsburgh, PA
Bachelor of Science in Business Administration April 2008
Major: Marketing Certificate in International Business GPA : 3.4
- International Experience:** **University of Barcelona** Barcelona, Spain
Language-intensive Spanish Study Abroad Program Spring 2007
- Special Projects:** **Projects in Marketing** January 2007- Present
Agency Coordinator
- One of 25 University of Pittsburgh business students selected to participate in a nationwide competition to develop and execute new marketing strategy for Citibank
 - Selected as Agency Coordinator, responsible for overseeing and facilitating progress within various agency departments
- Work Experience:** **GlaxoSmithKline Campus Consumers** Pittsburgh, PA
Regional Leader January 2008-Present
- Region currently ranked #3 of 20
 - Responsible for managing the activities of twenty campus representatives from ten universities
 - Liaison between the campus representatives and region coaches
- Pharmaceutical and Consumer Healthcare Marketing Consultant* May-August 2007
- Distributed and promoted GSK consumer healthcare products as well as pharmaceutical disease state awareness on the University of Pittsburgh's campus
 - Initiated retail sales events that promoted GSK consumer products to consumers at local retail locations
 - Increased sales of consumer healthcare products within local Pittsburgh retailers
- Johnson & Johnson Family of Companies** Philadelphia, PA
Marketing Intern May-August 2006
- Researched geographic and demographic markets and presented recommendations to marketing department on company advertising opportunities
 - Edited direct mail advertisements and recommended new slogans or main selling points to highlight
 - Worked with art agency to correct and approve print copy
- Comcast Corporation** Philadelphia, PA
Public Relations Intern May-August 2005
- Created press releases, regional mailers, and various other Public Relations presentations for North American headquarters
- Activities:** **Mission: Acceptance** September 2007-Present
- Build and implement resume-writing curriculum for new non-profit organization whose goal is to provide high school seniors in urban public schools the resources and guidance needed to apply to college
- Freshman Team Leader** August- December 2006
- Worked with an academic advisor to introduce 25 freshman to the business school
 - Coordinated course topics and arranged for student and faculty speakers to make presentations to the class
- American Marketing Association** Public Relations Chair August 2005- Present
- Recruit new members by facilitating new member campaigns by designing and distributing campus-wide advertisements

Please note: This is the resume of a senior Finance student seeking a position on Wall Street

Barry McSmith

2 Clinton Street, Apt. 3A, New York, NY 10002
(404) 886-5334
Barry.McSmith@gmail.com

EXPERIENCE

Credit Suisse **New York, NY** **May – August 2010**

Financial Analyst, Mergers & Acquisitions Group

Responsibilities include:

- Ranked among the top 1% of the 2010 Investment Banking analyst class
- Executed and analyzed mergers, acquisitions, divestitures, leveraged buyouts, takeover defenses, restructurings and financings for corporate clients and financial sponsors
- Built detailed, flexible financial models to perform discounted cash flow, sum-of-the-parts, leveraged buyout, premiums paid, and accretion/dilution analysis
- Sole junior member of the CSFB Team designated to construct new standard Abacus model prepared for firm-wide rollout: Model template for comparable companies, merger consequences, discounted cash flow and relative contribution analysis

Selected experience includes:

- *\$350 million sale of protective packaging division of a Company (Ongoing):* Co-author of the Offering Memorandum, responsible for extensive due diligence with senior management, preparation of buyer contact log. Performed leveraged buyout analysis of the business assuming various levels of staple financing
- *\$1.9 billion unsolicited offer to acquire Defense Electronics Company:* Submitted three acquisition proposals to the Board of the Target. Prepared multiple board materials and attended meetings detailing unsolicited approaches, target's tactical defense profile, and developed merger model for transaction consequences with client and several interlopers
- *Potential \$10 billion sale of Hong Kong Telecommunications Subsidiary in a two-phased transaction:* In-depth analysis of debt covenants at Holdco for potential debt acceleration and breakage costs. Performed recapitalization analysis with consideration to maintain investment grade rating and maximize cash dividend to parent, benchmarking analysis to identify premier market leadership and synergies analysis (revenue, cost and capex) of precedent transactions

Credit Suisse First Boston **London, United Kingdom** **May – August 2009**

Junior Financial Analyst, Healthcare Group

- Developed a detailed, flexible financial model with company management with emphasis on therapeutic focus, drug pipeline risk, and expected revenue contributions from drug pipeline in order to develop a strategic plan for the company's portfolio rationalization prior to its planned initial public offering

PNC Financial Services Group, Inc. **Pittsburgh, PA** **June 2008 – May 2009**

Corporate & Institutional Banking Development Program Intern

- Acted as a liaison between Primatics, PNC's SOP 03-3 consulting firm, and CRC to understand the newly generated reports and procedures relating to SOP 03-3
- Estimated second quarter cash flows for approximately 100 loans that had been SOP 03-3 impaired from the NCC acquisition and worked to standardize the process for future quarters
- Completed the minutes for the second quarter CRC managed loans
- Worked on special projects throughout the summer rotating through Foreign Exchange, Public Finance, Treasury Management, Corporate Securities, and Private Placements

UBS Financial Services **Pittsburgh, PA** **May – August 2007**

Fixed Income Sales and Trading Summer Associate

EDUCATION

University of Pittsburgh, College of Business Administration **Pittsburgh, PA**

Bachelor of Science in Business Administration, May 2011. Cumulative GPA of 3.5/4.0. Leadership activities included:

- The Trading Pitt, Founding Member
- The Undergraduate Finance Club

ADDITIONAL INFORMATION

- Sponsors for Educational Opportunity (Summer 2007)
- REACH Program, *Summer Teacher Apprentice*: Enrichment program for promising African American high school students